GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1027
ANSWERED ON:23.10.2008
OMBUDSMAN FOR CIVIL AVIATION INDUSTRY
Botcha Lakshmi Smt. Jhansi;Deora Shri Milind Murli

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Minsitry is planning to appoint an Ombudsman for the entire airline industry with whom harassed passengers can lodge their complaints against airlines;

(b) if so, the details thereof;

(c) the role expected to be assigned to the Ombudsman and the power and the functions of the Ombudsman; and

(d) the prevailing system with regard to the complaints received and disposed thereof?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) to (c):- With reference to passengers complaints regarding refund of tickets, charges being levied for wheel chairs etc., the Airlines had been advised to appoint an ombudsman which can be for a group of airlines or region wise as a self regulatory mechanism.

(d):- Whenever such complaints are received, those are sent to the concerned airlines asking for their comments. On receipt of their comments, these are conveyed to the complainants. As regulator of airline operations, if required, DGCA asked the concern airline to take corrective measures.